

AFCI Troubleshooting

usa.siemens.com/afci

Be Proactive! Communicate to your Distributors and Contractors – please call Siemens Tech Support as soon as there are any issues: 1-800-333-7421.

Here is the information we need in order to help you and your customer:

- Type of location – home/apartment complex/etc.
- What type of breaker is tripping? (AFCI, DF or GFCI?)
- How many breakers are tripping?
- What circuit is being affected? (kitchen, master bedroom, etc.)
- What event is causing the trip? Is it sporadic, or is it "every time I turn on this light"?
- What is the date code on the breaker? *Or, can they send us a pic of the front of the breaker?
- How many LED's are on the breaker when the breaker is turned off and back on?
- Please try to get make/model #'s of all devices (or as many as you can) that are on the tripping circuit(s).
- Is the issue with an appliance? Has anyone contacted tech support for that appliance?
- Is the issue with lighting? Has the customer checked to confirm the ballast/driver/power supply is UL listed and FCC Part 15B compliant?
- How did the affected breaker respond when all other circuits are in the off position?

Education – we have a ton of education resources for you and your customer!

• **Download center:**

- Troubleshooting Guide:
https://digitalcontentcenter.compas.siemens-info.com/SIE_BR_AFCI-GFCI_Diagnostic.pdf
- Causes of Electrical Fires:
https://digitalcontentcenter.compas.siemens-info.com/SIE_BR_CAFICIReduckRisk.pdf
- Homeowner's Guide:
https://digitalcontentcenter.compas.siemens-info.com/SIE_BR_AFCI_GFCI_Homeowner_Brochure.pdf
- AFCI and Home Safety:
https://digitalcontentcenter.compas.siemens-info.com/SIE_BR_AFCIandHomeSafety.pdf
- www.afcisafety.org
- Free UL training course: <https://www.afcisafety.org/ul-training-course/>
- Wiring Practices and Troubleshooting with AFCIs White Paper:
<https://www.afcisafety.org/wp-content/uploads/2017/05/Troubleshooting-with-AFCI.pdf>
- Federal Communications Commission White Paper:
https://digitalcontentcenter.compas.siemens-info.com/SIE_WP_FedCommission.pdf

• **DRC**

Under "Training and Onboarding"

- AFCI Training: <https://attendee.gototraining.com/16t68/recording/8191619276804615682>
- AFCI Troubleshooting Video: <https://www.youtube.com/watch?v=WixCbVmFwUk>
- Brainshark: <https://www.brainshark.com/siemenscorp2/AFCITraining>
- Did you know?: <https://www.brainshark.com/siemenscorp2/DYKArcFault>
- Quickstep – basics of circuit breakers: <https://www.brainshark.com/siemenscorp2/Qscircuitbreakers>

How to read a Combination AFCI date code

Date Code: XYMMDDSSSS

- X: Production Line
- YY: Year
- MM: Month
- DD: Day
- SSSS: Sequential order from that line on that day
- Example:
- Date Code: 10707150001
- Production line 1
- July 15, 2007
- First breaker from Production Line 1 on 7/15/07



Button Color Guide

Petrol Green (Aqua)	Dark Blue	Light Blue	White	Red
Branch Feeder Type AFCI (QAXXXAF)	Combination Type AFCI (QAXXXAFC)	Dual Function Combination Type AFCI/Class A 5mA GFCI (QXXXDF)	GFCI original (Class A 5mA GFCI)	Equipment Ground Fault Protection (30mA)

Legal Manufacturer

Siemens Industry, Inc.
 3617 Parkway Ln
 Peachtree Corners, GA 30092
 United States of America
 Telephone: +1 (800) 333-7421
www.usa.siemens.com/afci
 Order No. RPFL-AFTSG-1221
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